

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Administrative Services	Application Services	Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Robert Smith	1 1	0 0	0 0	1 1
		Assigned to Individual Total	1 1	1 0	0 0	2 1
	Campus Networking	Tim King	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Desktop Support	Brian Bintz	0 0	15 10	0 0	15 10
		Chad Poll	1 0	1 0	0 0	2 0
		Michael Hussey	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Peter Musser	0	3	0	3
			0	3	0	3
		Scott Wunderlich	1	6	0	7
			1	4	0	5
		Tom Hanson	0	50	0	50
			0	50	0	50
		Tracy Goble	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	2	77	0	79
			1	67	0	68
	Capitol Hosting	Conn Peterson	1	1	0	2
			0	0	0	0
		Curtis Parker	0	2	0	2
			0	0	0	0
		Joe Benson	0	1	0	1
			0	0	0	0
		Myciah Mattox	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	1	5	0	6
			0	0	0	0
	Help Desk	Brenda Treadway	0	7	0	7
			0	7	0	7
		James Stearns	0	4	0	4
			0	4	0	4
		Julie VanBeekum	0	13	0	13
			0	13	0	13
		Vicky Marrelli	0	6	0	6
			0	5	0	5

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Help Desk	Assigned to Individual Total	0	30	0	30
			0	29	0	29
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
		David Yearsley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro A Desktop Support	Kraig Ellis	0	2	0	2
			0	0	0	0
		Rodney Austin	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro B Desktop Support	Ken Bolkcom	0	1	1	2
			0	0	0	0
		Peter Musser	0	2	0	2
			0	1	0	1
		Sean Chadbourne	0	1	1	2
			0	0	0	0
		Tyler Pearce	0	1	0	1
			0	0	0	0
		Wayne Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Metro B Desktop Support	Assigned to Individual Total	0	6	2	8
			0	1	0	1
	Metro B Help Desk	Val Shepherd	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Desktop Support	Troy Buchanan	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro C West Desktop Support	Cody Flanders	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro D Desktop Support	Michael Schmidt	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Network Operations	Brian Chatwin	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	1	0	0	1
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Rural North Desktop Support	Ruston McKay	0	2	0	2
			0	2	0	2

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	FCR Total	
Administrative Services	Rural North Desktop Support	Assigned to Individual Total	0 0	2 2	0 0	2 2	
	Strategic Communications	Luis Larios	0 0	2 0	0 0	2 0	
		Assigned to Individual Total	0 0	2 0	0 0	2 0	
	Voice Operations	Romanza Hamblin	0 0	3 2	0 0	3 2	
		Assigned to Individual Total	0 0	3 2	0 0	3 2	
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0	
		Mike Johnson	0 0	1 0	0 0	1 0	
		Mitch Hood	0 0	2 0	0 0	2 0	
		Assigned to Individual Total	0 0	4 0	0 0	4 0	
	Assigned Group Total		5 2	148 104	2 0	155 106	
	Customer Company Total			5 2	148 104	2 0	155 106

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Administrative Services	Application Services	Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Robert Smith	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Campus Networking	Tim King	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Capitol Desktop Support	Brian Bintz	0 0	15 2	0 0	15 2
		Chad Poll	1 0	1 0	0 0	2 0
		Michael Hussey	0 0	1 1	0 0	1 1

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Peter Musser	0 0	3 0	0 0	3 0
		Scott Wunderlich	1 0	6 0	0 0	7 0
		Tom Hanson	0 0	50 1	0 0	50 1
		Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	2 0	77 4	0 0	79 4
	Capitol Hosting	Conn Peterson	1 0	1 1	0 0	2 1
		Curtis Parker	0 0	2 1	0 0	2 1
		Joe Benson	0 0	1 0	0 0	1 0
		Myciah Mattox	0 0	1 1	0 0	1 1
		Assigned to Individual Total	1 0	5 3	0 0	6 3
	Help Desk	Brenda Treadway	0 0	7 0	0 0	7 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	13 0	0 0	13 0
		Vicky Marrelli	0 0	6 0	0 0	6 0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Help Desk	Assigned to Individual Total	0	30	0	30
			0	0	0	0
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
		David Yearsley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro A Desktop Support	Kraig Ellis	0	2	0	2
			0	0	0	0
		Rodney Austin	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Ken Bolkcom	0	1	1	2
			0	0	0	0
		Peter Musser	0	2	0	2
			0	0	0	0
		Sean Chadbourne	0	1	1	2
			0	0	0	0
		Tyler Pearce	0	1	0	1
			0	0	0	0
		Wayne Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Metro B Desktop Support	Assigned to Individual Total	0 0	6 0	2 0	8 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C West Desktop Support	Cody Flanders	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Desktop Support	Michael Schmidt	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Network Operations	Brian Chatwin	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural North Desktop Support	Ruston McKay	0 0	2 0	0 0	2 0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Rural North Desktop Support	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice Operations	Romanza Hamblin	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		5 0	148 10	2 0	155 10
Customer Company Total			5 0	148 10	2 0	155 10

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Administrative Services	Application Services	Martin Gonzalez	0 0.00	1 0.30	0 0.00	1 0.30
		Tony Larsen	0 0.00	1 0.69	0 0.00	1 0.69
		Assigned to Individual Total	0 0.00	2 0.49	0 0.00	2 0.49
	Application Support - DFI	Greg Berensen	0 0.00	1 0.18	0 0.00	1 0.18
		Robert Smith	1 0.21	0 0.00	0 0.00	1 0.21
		Assigned to Individual Total	1 0.21	1 0.18	0 0.00	2 0.19
	Campus Networking	Tim King	0 0.00	2 35.03	0 0.00	2 35.03
		Assigned to Individual Total	0 0.00	2 35.03	0 0.00	2 35.03
	Capitol Desktop Support	Brian Bintz	0 0.00	15 0.40	0 0.00	15 0.40
		Chad Poll	1 0.26	1 0.12	0 0.00	2 0.19
		Michael Hussey	0 0.00	1 3.71	0 0.00	1 3.71

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Peter Musser	0 0.00	3 0.00	0 0.00	3 0.00
		Scott Wunderlich	1 0.00	6 0.26	0 0.00	7 0.22
		Tom Hanson	0 0.00	50 0.24	0 0.00	50 0.24
		Tracy Goble	0 0.00	1 0.64	0 0.00	1 0.64
		Assigned to Individual Total	2 0.13	77 0.32	0 0.00	79 0.31
	Capitol Hosting	Conn Peterson	1 0.33	1 7.88	0 0.00	2 4.10
		Curtis Parker	0 0.00	2 20.49	0 0.00	2 20.49
		Joe Benson	0 0.00	1 0.15	0 0.00	1 0.15
		Mycah Mattox	0 0.00	1 1.28	0 0.00	1 1.28
		Assigned to Individual Total	1 0.33	5 10.06	0 0.00	6 8.44
	Help Desk	Brenda Treadway	0 0.00	7 0.10	0 0.00	7 0.10
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	13 0.01	0 0.00	13 0.01
		Vicky Marrelli	0 0.00	6 0.08	0 0.00	6 0.08

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Help Desk	Assigned to Individual Total	0 0.00	30 0.04	0 0.00	30 0.04
	Internal Application Development and Support	Beth Hendricks	0 0.00	1 0.17	0 0.00	1 0.17
		David Yearsley	0 0.00	1 0.60	0 0.00	1 0.60
		Assigned to Individual Total	0 0.00	2 0.39	0 0.00	2 0.39
	Metro A Desktop Support	Kraig Ellis	0 0.00	2 0.66	0 0.00	2 0.66
		Rodney Austin	0 0.00	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	0 0.00	4 0.44	0 0.00	4 0.44
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Ken Bolkcom	0 0.00	1 0.24	1 0.13	2 0.19
		Peter Musser	0 0.00	2 0.31	0 0.00	2 0.31
		Sean Chadbourne	0 0.00	1 0.14	1 0.11	2 0.12
		Tyler Pearce	0 0.00	1 0.00	0 0.00	1 0.00
		Wayne Higgs	0 0.00	1 0.50	0 0.00	1 0.50

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Metro B Desktop Support	Assigned to Individual Total	0 0.00	6 0.25	2 0.12	8 0.22
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total	0 0.00	1 0.85	0 0.00	1 0.85
	Metro C Desktop Support	Troy Buchanan	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	2 0.06	0 0.00	2 0.06
		Assigned to Individual Total	0 0.00	2 0.06	0 0.00	2 0.06
	Metro D Desktop Support	Michael Schmidt	0 0.00	1 2.39	0 0.00	1 2.39
		Assigned to Individual Total	0 0.00	1 2.39	0 0.00	1 2.39
	Network Operations	Brian Chatwin	1 0.26	0 0.00	0 0.00	1 0.26
		Assigned to Individual Total	1 0.26	0 0.00	0 0.00	1 0.26
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural North Desktop Support	Ruston McKay	0 0.00	2 0.00	0 0.00	2 0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Rural North Desktop Support	Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Luis Larios	0 0.00	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total	0 0.00	2 0.33	0 0.00	2 0.33
	Voice Operations	Romanza Hamblin	0 0.00	3 0.09	0 0.00	3 0.09
		Assigned to Individual Total	0 0.00	3 0.09	0 0.00	3 0.09
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.11	0 0.00	1 0.11
		Mike Johnson	0 0.00	1 0.28	0 0.00	1 0.28
		Mitch Hood	0 0.00	2 0.51	0 0.00	2 0.51
		Assigned to Individual Total	0 0.00	4 0.35	0 0.00	4 0.35
	Assigned Group Total		5 0.21	148 1.06	2 0.12	155 1.02
Customer Company Total			5 0.21	148 1.06	2 0.12	155 1.02

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Administrative Services	Application Services	Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - DFI	Greg Berensen	0 0	1 0	0 0	1 0
		Robert Smith	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0
	Campus Networking	Tim King	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Capitol Desktop Support	Brian Bintz	0 0	15 0	0 0	15 0
		Chad Poll	1 0	1 0	0 0	2 0
		Michael Hussey	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Peter Musser	0 0	3 0	0 0	3 0
		Scott Wunderlich	1 0	6 0	0 0	7 0
		Tom Hanson	0 0	50 4	0 0	50 4
		Tracy Goble	0 0	1 0	0 0	1 0
		Assigned to Individual Total	2 0	77 4	0 0	79 4
	Capitol Hosting	Conn Peterson	1 0	1 1	0 0	2 1
		Curtis Parker	0 0	2 2	0 0	2 2
		Joe Benson	0 0	1 0	0 0	1 0
		Myciah Mattox	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	5 3	0 0	6 3
	Help Desk	Brenda Treadway	0 0	7 0	0 0	7 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	13 0	0 0	13 0
		Vicky Marrelli	0 0	6 0	0 0	6 0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Help Desk	Assigned to Individual Total	0	30	0	30
			0	0	0	0
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0	0	0	0
		David Yearsley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Metro A Desktop Support	Kraig Ellis	0	2	0	2
			0	0	0	0
		Rodney Austin	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro B Desktop Support	Ken Bolkcom	0	1	1	2
			0	0	0	0
		Peter Musser	0	2	0	2
			0	0	0	0
		Sean Chadbourne	0	1	1	2
			0	0	0	0
		Tyler Pearce	0	1	0	1
			0	0	0	0
		Wayne Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Metro B Desktop Support	Assigned to Individual Total	0 0	6 0	2 0	8 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C West Desktop Support	Cody Flanders	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Desktop Support	Michael Schmidt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Brian Chatwin	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural North Desktop Support	Ruston McKay	0 0	2 0	0 0	2 0

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Rural North Desktop Support	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Voice Operations	Romanza Hamblin	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		5 0	148 10	2 0	155 10
	Customer Company Total		5 0	148 10	2 0	155 10

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Administrative Services	Application Services	Martin Gonzalez	0 0.00	1 0.44	0 0.00	1 0.44
		Tony Larsen	0 0.00	1 1.39	0 0.00	1 1.39
		Assigned to Individual Total	0 0.00	2 0.92	0 0.00	2 0.92
	Application Support - DFI	Greg Berensen	0 0.00	1 0.21	0 0.00	1 0.21
		Robert Smith	1 1.01	0 0.00	0 0.00	1 1.01
		Assigned to Individual Total	1 1.01	1 0.21	0 0.00	2 0.61
	Campus Networking	Tim King	0 0.00	2 248.98	0 0.00	2 248.98
		Assigned to Individual Total	0 0.00	2 248.98	0 0.00	2 248.98
	Capitol Desktop Support	Brian Bintz	0 0.00	15 1.05	0 0.00	15 1.05
		Chad Poll	1 1.29	1 1.28	0 0.00	2 1.29
		Michael Hussey	0 0.00	1 3.71	0 0.00	1 3.71

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Peter Musser	0 0.00	3 0.00	0 0.00	3 0.00
		Scott Wunderlich	1 0.00	6 0.87	0 0.00	7 0.74
		Tom Hanson	0 0.00	50 1.81	0 0.00	50 1.81
		Tracy Goble	0 0.00	1 1.79	0 0.00	1 1.79
		Assigned to Individual Total	2 0.65	77 1.54	0 0.00	79 1.51
	Capitol Hosting	Conn Peterson	1 0.45	1 7.88	0 0.00	2 4.16
		Curtis Parker	0 0.00	2 29.09	0 0.00	2 29.09
		Joe Benson	0 0.00	1 0.23	0 0.00	1 0.23
		Mycah Mattox	0 0.00	1 5.92	0 0.00	1 5.92
		Assigned to Individual Total	1 0.45	5 14.44	0 0.00	6 12.11
	Help Desk	Brenda Treadway	0 0.00	7 0.20	0 0.00	7 0.20
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	13 0.15	0 0.00	13 0.15
		Vicky Marrelli	0 0.00	6 0.08	0 0.00	6 0.08

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Help Desk	Assigned to Individual Total	0	30	0	30
			0.00	0.13	0.00	0.13
	Internal Application Development and Support	Beth Hendricks	0	1	0	1
			0.00	1.00	0.00	1.00
		David Yearsley	0	1	0	1
			0.00	0.87	0.00	0.87
		Assigned to Individual Total	0	2	0	2
			0.00	0.94	0.00	0.94
	Metro A Desktop Support	Kraig Ellis	0	2	0	2
			0.00	1.89	0.00	1.89
		Rodney Austin	0	2	0	2
			0.00	2.57	0.00	2.57
		Assigned to Individual Total	0	4	0	4
			0.00	2.23	0.00	2.23
	Metro A Help Desk	Ed Conrad	0	1	0	1
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	1	0	1
			0.00	0.00	0.00	0.00
	Metro B Desktop Support	Ken Bolkcom	0	1	1	2
			0.00	0.83	1.07	0.95
		Peter Musser	0	2	0	2
			0.00	1.16	0.00	1.16
		Sean Chadbourne	0	1	1	2
			0.00	0.25	0.28	0.26
		Tyler Pearce	0	1	0	1
			0.00	0.02	0.00	0.02
		Wayne Higgs	0	1	0	1
			0.00	5.53	0.00	5.53

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Metro B Desktop Support	Assigned to Individual Total	0 0.00	6 1.49	2 0.68	8 1.29
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.89	0 0.00	1 0.89
		Assigned to Individual Total	0 0.00	1 0.89	0 0.00	1 0.89
	Metro C Desktop Support	Troy Buchanan	0 0.00	2 5.29	0 0.00	2 5.29
		Assigned to Individual Total	0 0.00	2 5.29	0 0.00	2 5.29
	Metro C West Desktop Support	Cody Flanders	0 0.00	2 1.26	0 0.00	2 1.26
		Assigned to Individual Total	0 0.00	2 1.26	0 0.00	2 1.26
	Metro D Desktop Support	Michael Schmidt	0 0.00	1 2.39	0 0.00	1 2.39
		Assigned to Individual Total	0 0.00	1 2.39	0 0.00	1 2.39
	Network Operations	Brian Chatwin	1 1.12	0 0.00	0 0.00	1 1.12
		Assigned to Individual Total	1 1.12	0 0.00	0 0.00	1 1.12
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 2.40	0 0.00	1 2.40
		Assigned to Individual Total	0 0.00	1 2.40	0 0.00	1 2.40
	Rural North Desktop Support	Ruston McKay	0 0.00	2 0.00	0 0.00	2 0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Rural North Desktop Support	Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Luis Larios	0 0.00	2 21.81	0 0.00	2 21.81
		Assigned to Individual Total	0 0.00	2 21.81	0 0.00	2 21.81
	Voice Operations	Romanza Hamblin	0 0.00	3 0.15	0 0.00	3 0.15
		Assigned to Individual Total	0 0.00	3 0.15	0 0.00	3 0.15
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 3.24	0 0.00	1 3.24
		Mike Johnson	0 0.00	1 0.62	0 0.00	1 0.62
		Mitch Hood	0 0.00	2 0.84	0 0.00	2 0.84
		Assigned to Individual Total	0 0.00	4 1.39	0 0.00	4 1.39
	Assigned Group Total		5 0.77	148 5.39	2 0.68	155 5.17
	Customer Company Total		5 0.77	148 5.39	2 0.68	155 5.17

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

Detail

INC000000411450	Dan Martinez	Network	Error	CapNet		TIR Missed: Yes	6.32
	Campus Networking	Tim King	Administrative Services	Low	Closed	TTR Missed: Yes	434.21
INC000000436764	Kathryn Anderson	PC/Laptop	Error	None		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	8.51
INC000000438187	Sheila Love	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.16
INC000000438243	Kurt Baxter	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.43
INC000000438255	Larry Simpson	Application	None	Novell GroupWise		TIR Missed: No	0.21
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.53
INC000000438269	Garret Johnston	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.69
INC000000438295	James Kichas	PC/Laptop	Virus	None		TIR Missed: No	0.66
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	3.06
INC000000438749	Brent Lloyd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000438911	Anne McNally	Telecom	Hardware	Telephone		TIR Missed: No	0.74
	Voice/Data/WAN Services	Mitch Hood	Administrative Services	Low	Closed	TTR Missed: No	0.74
INC000000439298	Debbie Hood	Application	Error	None		TIR Missed: No	0.62
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	2.32
INC000000439502	Rick Beckstead	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.66
INC000000439713	Anne McNally	EIS Hardware	Printer	None		TIR Missed: No	0.17
	Strategic Communications	Luis Larios	Administrative Services	Low	Closed	TTR Missed: No	3.00
INC000000439958	Gary Morris	Application	Password	Novell GroupWise		TIR Missed: No	0.23
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.46
INC000000439973	Lynda McLane	Application	Password	Novell GroupWise		TIR Missed: No	0.14
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.36
INC000000439985	Sonia Smith	Application	Password	Novell GroupWise		TIR Missed: No	0.04
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.23
INC000000440251	Barbara Sutherland	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000440321	Marci Soper	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000440399	Debbie Hood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.50
Metro B Desktop Support	Wayne Higgs	Administrative Services	Low	Closed	TTR Missed: No	5.53
INC000000440428	Pam Rugg	None	None	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	
INC000000440562	Robert D Johnson	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000440590	Tara Eutsler	Application	Password	Utah Master Directory	TIR Missed: No	0.19
Capitol Hosting	Curtis Parker	Administrative Services	Low	Closed	TTR Missed: Yes	9.27
INC000000440653	Brook McElmurry	Application	Password	Novell GroupWise	TIR Missed: No	0.05
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.26
INC000000440661	Arleen Herald	Application	Error	BMI	TIR Missed: Yes	2.39
Metro D Desktop Support	Michael Schmidt	Administrative Services	Low	Closed	TTR Missed: No	2.39
INC000000440669	Mark Dalton	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000440753	Kathryn Anderson	PC/Laptop	Error	None	TIR Missed: No	0.09
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.29
INC000000440845	Tara Eutsler	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.38
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.34
INC000000441065	Anne McNally	EIS Hardware	None	None	TIR Missed: No	0.49
Strategic Communications	Luis Larios	Administrative Services	Low	Closed	TTR Missed: Yes	40.62
INC000000441150	Lori Charboneau	Application	Error	Microsoft Excel	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000441593	Brook McElmurry	Application	Error	Novell GroupWise	TIR Missed: No	0.30
Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: No	0.44
INC000000441608	Arcy Lopez	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000441611	Cynthia Antonsen	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000441612	Arcy Lopez	Application	None	Novell GroupWise	TIR Missed: No	0.18
Application Support - DFI	Greg Berensen	Administrative Services	Low	Closed	TTR Missed: No	0.21
INC000000441614	Garret Johnston	PC/Laptop	Error	None	TIR Missed: No	0.80
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.00

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000441660	Marci Soper	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	0.13
INC000000441785	Lee Ericksen	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low Closed	TTR Missed: No	0.10
INC000000441857	Tami Nelson	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	0.71
INC000000441877	Alan Bachman	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low Closed	TTR Missed: No	0.00
INC000000441892	Marci Soper	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	0.92
INC000000441920	Kathryn Anderson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.55
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	1.24
INC000000441929	Brenda Lee	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	1.85
INC000000442109	Alan Bachman	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low Closed	TTR Missed: No	0.00
INC000000442194	Paul Bowers	Application	Error	Microsoft Office	TIR Missed: No	0.85
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: Yes	6.17
INC000000442333	Rick Beckstead	Application	Password	Novell GroupWise	TIR Missed: No	0.03
	Help Desk	Julie VanBeekum	Administrative Services	Low Closed	TTR Missed: No	0.69
INC000000442533	Andy Wright	Network	Incident	None	TIR Missed: No	0.24
	Metro B Desktop Support	Ken Bolcom	Administrative Services	Low Closed	TTR Missed: No	0.83
INC000000442689	Emily Barnes	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low Closed	TTR Missed: No	0.00
INC000000442740	Denise Austin	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin	Administrative Services	Low Closed	TTR Missed: No	0.13
INC000000442754	Tara Eutsler	Network	Error	None	TIR Missed: No	0.33
	Capitol Hosting	Conn Peterson	Administrative Services	High Closed	TTR Missed: No	0.45
INC000000442766	Debbie Hood	Network	Error	None	TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Administrative Services	Medium Closed	TTR Missed: No	0.28
INC000000442770	Mike Broschinsky	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low Closed	TTR Missed: No	0.58
INC000000442775	Brian J Davis	Network	None	None	TIR Missed: No	0.14
	Metro B Desktop Support	Sean Chadbourne	Administrative Services	Low Closed	TTR Missed: No	0.25

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000442793	Tim Walden	Application	Error	PGP		TIR Missed: No	0.85
	Metro B Help Desk	Val Shepherd	Administrative Services	Low	Closed	TTR Missed: No	0.89
INC000000443001	Kim Hood	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	High	Closed	TTR Missed: No	0.00
INC000000443066	Carma Hicks	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	3.71
	Capitol Desktop Support	Michael Hussey	Administrative Services	Low	Closed	TTR Missed: No	3.71
INC000000443226	Gina Strack	PC/Laptop	Error	None		TIR Missed: Yes	1.28
	Capitol Hosting	Mycah Mattox	Administrative Services	Low	Closed	TTR Missed: No	5.92
INC000000443250	Kent D Beers	Application	Error	Action Request System		TIR Missed: No	0.17
	Internal Application Development at Beth Hendricks		Administrative Services	Low	Closed	TTR Missed: No	1.00
INC000000443255	Sheri Wolfley	Telecom	Dial Tone	Telephone		TIR Missed: No	0.28
	Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Closed	TTR Missed: No	0.62
INC000000443319	Mike Smith	Application	Error	Microsoft Excel		TIR Missed: No	0.76
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	1.53
INC000000443336	Tim Walden	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Network Operations	Brian Chatwin	Administrative Services	High	Closed	TTR Missed: No	1.12
INC000000443452	Tim Walden	PC/Laptop	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000443909	Mike Smith	Application	None	Microsoft Excel		TIR Missed: Yes	1.13
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	1.29
INC000000444731	Curtis Selman	PC/Laptop	Error	None		TIR Missed: No	0.20
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.78
INC000000444801	Julie D'Alesandro	Application	Error	None		TIR Missed: No	0.24
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.17
INC000000444961	Scott Sutherland	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Administrative Services	Low	Closed	TTR Missed: No	0.02
INC000000445022	Dwight Palmer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	2.40
INC000000445104	Yolanda Larrymore	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.67
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.37
INC000000445415	Mark Austin	Application	Password	Proofpoint Email Security		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000445516	Marci Soper	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.68

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000445519	Emalee Gonsalves	None	None	None		TIR Missed: No	0.64
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.65
INC000000445684	Brook McElmurry	Application	Error	None		TIR Missed: No	0.14
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.76
INC000000445728	John Reidhead	Application	Reporting	Action Request System		TIR Missed: No	0.60
	Internal Application Development at	David Yearsley	Administrative Services	Low	Closed	TTR Missed: No	0.87
INC000000445796	Sophia Manousakis	Network	Error	None		TIR Missed: No	0.16
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.41
INC000000445845	Sophia Manousakis	Network	Performance	None		TIR Missed: No	0.27
	Voice/Data/WAN Services	Mitch Hood	Administrative Services	Low	Closed	TTR Missed: No	0.95
INC000000445882	Anne McNally	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.19
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.61
INC000000445899	Matt Jenkins	None	None	None		TIR Missed: No	0.09
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.37
INC000000446116	Gary Morris	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.64
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.64
INC000000446186	Curtis Felman	Network	Performance	None		TIR Missed: No	0.35
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.35
INC000000446218	Arleen Herald	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.10
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.10
INC000000446295	Amanda Hensley	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000446301	Ken Roner	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.29
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.35
INC000000446382	Sue Lundquist	Application	Password	Novell GroupWise		TIR Missed: No	0.04
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.23
INC000000446384	Barbara Sutherland	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.26
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.20
INC000000446561	Ryan Huntsman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.63
INC000000446580	Terri White	Network	Error	None		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Administrative Services	Low	Closed	TTR Missed: No	3.26
INC000000446582	Robert Melendez	Application	Password	Novell GroupWise		TIR Missed: No	0.03
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.26

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000446654	Brenda Lee	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00	
INC000000446655	Brenda Lee	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.68	
INC000000446742	Terri White	PC/Laptop	Performance	None		TIR Missed: No	0.31
Metro A Desktop Support	Rodney Austin	Administrative Services	Low	Closed	TTR Missed: No	1.88	
INC000000446858	Julie D'Alesandro	Application	Error	Microsoft Access		TIR Missed: No	0.21
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.09	
INC000000447307	Stephanie Wilcox	None	None	None		TIR Missed: No	0.59
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.53	
INC000000447327	Mark Knowlden	None	None	None		TIR Missed: Yes	40.80
Capitol Hosting	Curtis Parker	Administrative Services	Low	Closed	TTR Missed: Yes	48.90	
INC000000447683	Darrell Hunting	PC/Laptop	Performance	None		TIR Missed: No	0.33
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.73	
INC000000447921	Susan Vogel	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.00	
INC000000447922	Rick Nauta	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No		
INC000000447989	Gary Morris	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.61
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.55	
INC000000448140	Arcy Lopez	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.37	
INC000000448159	Tami Nelson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.08	
INC000000448161	Terri White	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00	
INC000000448168	Marilee Richins	Application	Error	Novell GroupWise		TIR Missed: No	0.12
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	1.28	
INC000000448170	Elizabeth Perkes	Application	Reporting	None		TIR Missed: No	0.15
Capitol Hosting	Joe Benson	Administrative Services	Low	Closed	TTR Missed: No	0.23	
INC000000448209	Garret Johnston	Application	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00	
INC000000448243	Adrian Ruger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.55
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	3.44	

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000448291	Yolanda Larrymore	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.15
INC000000448583	Tanya Price	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.40
INC000000448602	Lori Charboneau	Application	Error	ZENworks for Desktops		TIR Missed: No	0.64
	Capitol Desktop Support	Tracy Goble	Administrative Services	Low	Closed	TTR Missed: No	1.79
INC000000448641	Dan Martinez	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	63.74
	Campus Networking	Tim King	Administrative Services	Low	Closed	TTR Missed: Yes	63.74
INC000000448659	Matt Jenkins	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.98
INC000000448838	Paul Ferguson	PC/Laptop	Error	None		TIR Missed: No	0.61
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	6.37
INC000000448852	Susan White	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Administrative Services	Medium	Closed	TTR Missed: No	1.07
INC000000448878	Brook McElmurry	Application	Error	Microsoft PowerPoint		TIR Missed: No	0.16
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.30
INC000000448892	Joe Ligor	Application	Error	Novell GroupWise		TIR Missed: No	0.69
	Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	1.39
INC000000449181	Brandon Bagley	None	None	None		TIR Missed: No	0.69
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.53
INC000000449441	Amanda Ronan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	6.26
INC000000449504	Joshua Bullough	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000449562	Tani Downing	None	None	None		TIR Missed: No	0.26
	Capitol Desktop Support	Chad Poll	Administrative Services	High	Closed	TTR Missed: No	1.29
INC000000449586	Sue Hoskins	Telecom	Feature	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	0.17
INC000000449620	Sue Hoskins	None	None	None		TIR Missed: No	0.16
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.56
INC000000449642	Anne McNally	PC/Laptop	Hardware	None		TIR Missed: No	0.44
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.73
INC000000449909	Brian R Bales	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.27

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000450059	George D Lewis	Telecom	Dial Tone	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin	Administrative Services	Low	Closed	TTR Missed: No	0.15
INC000000450072	Patricia Smith-Mansfield	Application	Error	Archives Management System		TIR Missed: No	0.65
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.72
INC000000450074	Larry Simpson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.08
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.34
INC000000450258	Curtis Felman	None	None	None		TIR Missed: No	0.46
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.46
INC000000450408	Barbara Sutherland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.88
INC000000450428	Annette Julander	Application	Error	ZENworks for Desktops		TIR Missed: No	0.12
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.48
INC000000450665	Holly Diamond	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Administrative Services	Low	Closed	TTR Missed: No	
INC000000450666	Curtis Felman	PC/Laptop	None	None		TIR Missed: No	0.69
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.15
INC000000450974	Lynn Bodrero	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.67
INC000000451065	Denise Austin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.04
INC000000451069	Sheila Love	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.03
INC000000451698	Cynthia S Bowers	Application	Error	Finder System		TIR Missed: No	0.21
	Application Support - DFI	Robert Smith	Administrative Services	High	Closed	TTR Missed: No	1.01
INC000000451909	Garret Johnston	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000451938	Emily Barnes	Application	None	Microsoft Office		TIR Missed: No	0.08
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.09
INC000000451953	Tracie Brush	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000451956	Jenn Johnson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000451957	Lanea Blosser	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000452093	Dan Martinez	Network	Error	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	5.27
INC000000452096	Dan Martinez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	5.30
INC000000452153	Holly Diamond	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.12
	Metro C West Desktop Support	Cody Flanders	Administrative Services	Low	Closed	TTR Missed: No	1.26
INC000000452272	Dean Eborn	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.65
INC000000452362	Julie Thompson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.03
INC000000452449	Austin Preston	Application	None	Financial Information Network		TIR Missed: Yes	1.50
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	2.55
INC000000452524	Shirley Robinson	Application	Error	Microsoft Excel		TIR Missed: No	0.62
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.95
INC000000452827	Barbara Sutherland	Network	Error	None		TIR Missed: Yes	1.29
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.55
INC000000452929	Ryan Huntsman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.31
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.31
INC000000452957	Garret Johnston	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.17
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	1.08
INC000000453074	Brenda Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.18
INC000000453220	Larry Simpson	Application	Error	Microsoft Office		TIR Missed: No	0.12
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.73
INC000000453570	Kurt Baxter	Network	Error	None		TIR Missed: No	0.59
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	2.77
INC000000453574	Kurt Baxter	Telecom	Hardware	None		TIR Missed: No	0.11
	Voice/Data/WAN Services	Greg Blessing	Administrative Services	Low	Closed	TTR Missed: No	3.24
INC000000453793	Julie D'Alesandro	Application	Error	Adobe Flash		TIR Missed: No	0.27
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.94
INC000000453880	Mark Knowlden	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.42
INC000000454089	Roger Faris	Network	Incident	None		TIR Missed: Yes	7.88
	Capitol Hosting	Conn Peterson	Administrative Services	Low	Closed	TTR Missed: Yes	7.88

Enterprise Incident Report January 2012

As of 2/23/2012

Administrative Services

INC000000454340	Evan Taylor	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.19
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	1.00
INC000000454431	Julie D'Alesandro	PC/Laptop	Hardware	None	TIR Missed: No	0.36
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	1.18
INC000000454891	Mike Ambre	Mobile Devices	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low Closed	TTR Missed: No	0.00